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To: U.S. Patent and Trademark Office – From: Christian R. Andersen  
MAIL STOP: RCE Specialist – Intellectual Property  
Examiner: Hector A. AGDEPPA  
Group Art Unit: 2642

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DEC 08 2005

Fax: 571-273-8300

Pages  
with 2  
Cover:**FORMAL SUBMISSION OF:**

- 1) Request for Continued  
Examination (RCE) Transmittal

Title: METHOD AND SYSTEM FOR CALL CENTER SCREENING  
Serial No. 09/692,926  
Filing Date: October 20, 2000  
First Named Inventor: Douglas J. COWELL  
Atty. No. 00-5019 RCE 2  
Customer Number: 32127

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:

  
Christian R. Andersen

Date of Transmission: December 8, 2005

# REQUEST FOR CONTINUED EXAMINATION (RCE) TRANSMITTAL

Address to:  
Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Application Number: 09/692,926

Confirmation Number: 8386

Filing Date: October 20, 2000

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First Named Inventor: Douglas J. Cowell et al.

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Group Art Unit: 2842

DEC 08 2005

Examiner: Hector A. Agdeppa

Attorney Docket Number: 00-5019

Attorney Customer Number: 22,852

This is a Request for Continued Examination (RCE) under 37 C.F.R. § 1.114 of the above-identified application.

Request for Continued Examination (RCE) practice under 37 C.F.R. § 1.114 does not apply to any utility or plant application filed prior to June 8, 1995, or to any design application.

1. **Submission required under 37 C.F.R. § 1.114:** Note: If the RCE is proper, any previously filed unentered amendments and amendments enclosed with the RCE will be entered in the order in which they were filed unless applicant instructs otherwise. If applicant does not wish to have any previously filed unentered amendment(s) entered, application must request non-entry of such amendment.

a. ☒ Previously submitted. If a final Office action is outstanding, any amendments filed after the final Office action may be considered as a submission even if this box is not checked.

i. ☐ Consider the arguments in the Appeal Brief or Reply Brief previously filed on \_\_\_\_\_.

ii. ☐ Other \_\_\_\_\_

b. ☐ **DO NOT ENTER** the amendment(s) previously filed on \_\_\_\_\_. An alternate submission is attached.

c. ☐ Enclosed submission: .

i. ☐ Amendment/Reply

iii. ☐ Information Disclosure Statement

ii. ☐ Affidavit(s)/Declaration(s)

iv. ☐ Other \_\_\_\_\_

## 2. Miscellaneous

a. ☐ Suspension of action on the above-mentioned application is requested under 37 C.F.R. § 1.103(c) for a period of \_\_\_\_\_ months. (Period of suspension shall not exceed 3 months; fee under 37 C.F.R. § 1.17(i) required.)

b. ☐ Other \_\_\_\_\_

## 3. Fees

a. ☒ The filing fee is calculated as follows:

i. ☒ \$790.00 RCE fee required under 37 C.F.R. § 1.17(b)

ii. ☐ Petition for extension of time for (\_\_\_\_ Months) \$\_\_\_\_\_

iii. ☐ Other \_\_\_\_\_

b. ☒ Check in the amount of \$790.00 enclosed.

c. ☒ The Commissioner is authorized to charge any deficiencies in the filing fees, or credit any overpayments to Deposit Account No. 06-0916.

The PTO did not receive the following  
listed item(s) check # 790.00

## Signature of Applicant, Attorney, or Agent Required

Name: Joel Wall

Reg. No.: 25,648

Signature: 

Date: December 8, 2005

## Certificate of Mailing or Transmission

I hereby certify that this correspondence is, on the date shown below, being transmitted by facsimile to the United States Patent Office at 571-273-8300.

Name: Christian R. Andersen

Signature: 

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**3. Fees**

- a. ☒ The filing fee is calculated as follows:
- i. ☒ \$790.00 RCE fee required under 37 C.F.R. § 1.17(e)
- ii. ☐ Petition for extension of time for (\_\_\_\_ Months) \$\_\_\_\_
- iii. ☐ Other \_\_\_\_\_
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- c. ☒ The Commissioner is authorized to charge any deficiencies in the filing fees, or credit any overpayments to Deposit Account No. 06-0916.

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